DIT Client Service Center
Monthly Report Card
August, 2004

Case Volume	
Total Cases Created	26,332
Cases Created -- CSC	19,725
% Cases Entered by CSC	74.91%
Total Resolved Cases	26,538
Cases Resolved --CSC	8,482
% Cases Resolved by CSC	43.00%
Open Cases	4,506
Open Cases -- CSC	140
Total Percentage Open	17.11%
Percentage Open -- CSC	3.11%

Case Closure Percentage -- DIT	
Resolved in <1 day	67.05%
Resolved in 1-3 days	10.00%
Resolved in 3-5 days	5.64%
Resolved in >5 days	17.30%

Case Closure Percentage -- CSC	
Resolved in <1 day	90.25%
Resolved in 1-3 days	3.47%
Resolved in 3-5 days	2.12%
Resolved in >5 days	4.99%

Call Volume	
Total Contacts	28,848
Calls Offered	19,353
Calls Answered	17,197
Voice Mail	827
Abandoned Calls	1,329
Web	572
E-mail	8,357
Fax	566
Abandoned Call Rate	6.87%
Average Speed to Answer	54 sec
Average Call Handling Time	7 min 42 sec
Average Call Duration	4 min 25 sec
Average ACW Time	3 min 17 sec

CSC Analyst Statistics	
Actual CSC Staff	60
CSC Staffing Rate	77.44%
Effective CSC Staff	46.46
Average Contacts/Analyst	580.08
Average Cases/Analyst	424.52

Case Priority	
Urgent	1
High	297
Medium	19,242
Low	6,998

Average Time to Resolution (Days)	
Urgent	-
High	2.82
Medium	4.94
Low	7.28

Case Types	
Problem	16,681
Request	8,400
Question	1,457

CSC Trend	
Desktops Supported	50,248
Contacts/Desktop	0.57
Cost/Contact	N/A
First Contact Resolution Rate	N/A

Top 10 Problems by Category/Type	
Operating Systems/Windows 2000 Client	1057
State Applications/GroupWise	959
Hardware Printers/Laser	877
DIT Services/Information	723
Password Reset/Network	636
Operating Systems/Novell - Client	602
FIA-Applications/CIS	601
MDOS-Applications/Branch Office System	584
FIA-Applications/ASSIST	572
DIT Services/Virus Protection	483

DIT CSC Contacts
Phone, Voicemail, E-mail

Month	CSC Contacts
Aug	16712
Sept	18381
Oct	20413
Nov	15580
Dec	14853
Jan	19356
Feb	21459
Mar	24955
Apr	29222
May	28233
Jun	30038
Jul	27898
Aug	28848

CSC Contacts   Average
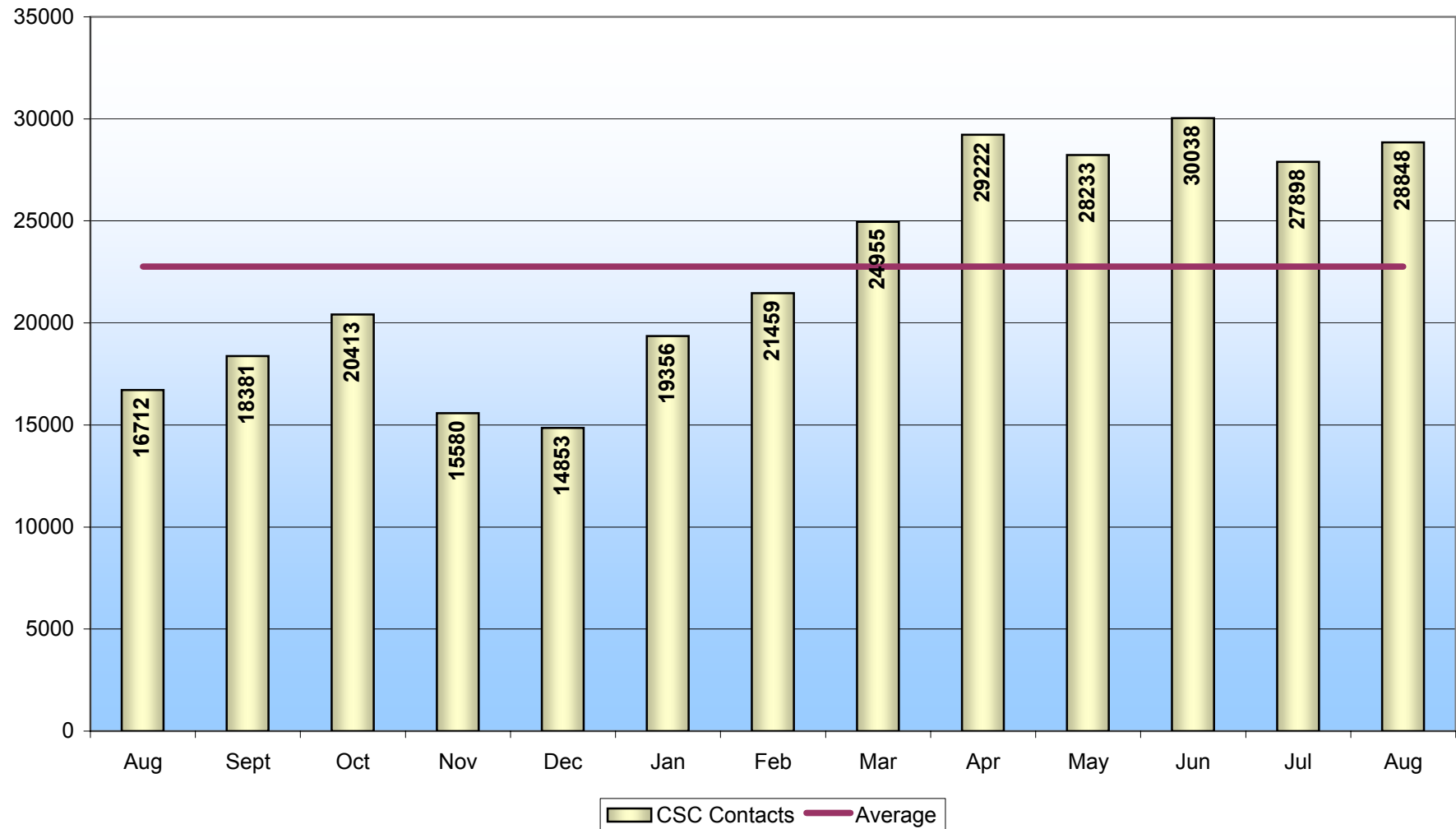
DIT CSC Contacts/Analyst/Month

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Calls/Analyst	389.80	366.78	422.57	385.47	424.37	394.62	463.90	558.77	596.86	526.26	575.11	596.91	580.08

META = 449

Legend: ■ Calls/Analyst — — META
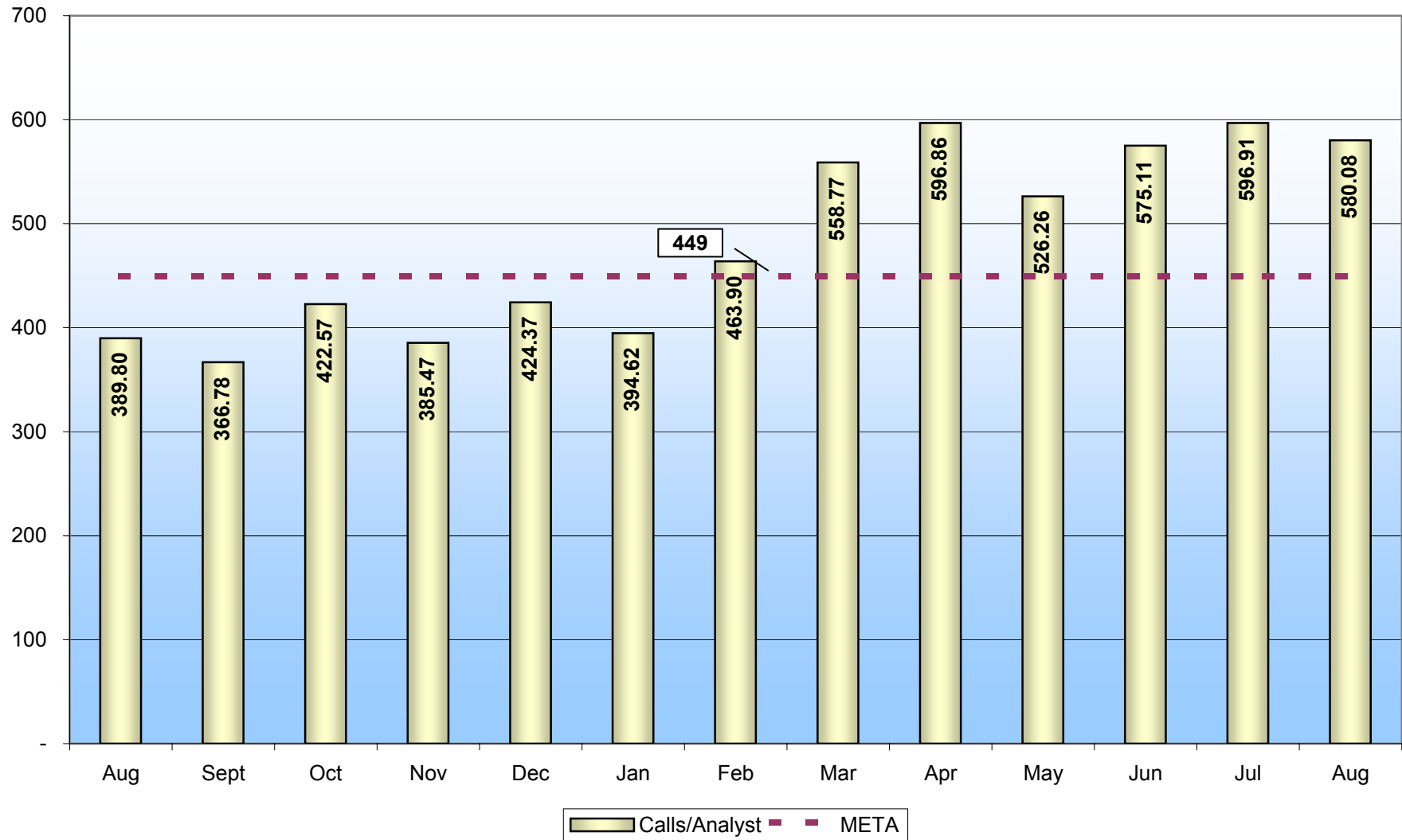
Service Level
(Percentage of Calls Answered in 30 sec or less)

Month	Service Level
Feb	36.50%
Mar	37.67%
Apr	44.72%
May	47.25%
Jun	52.01%
Jul	52.98%
Aug	62.76%

Service Level
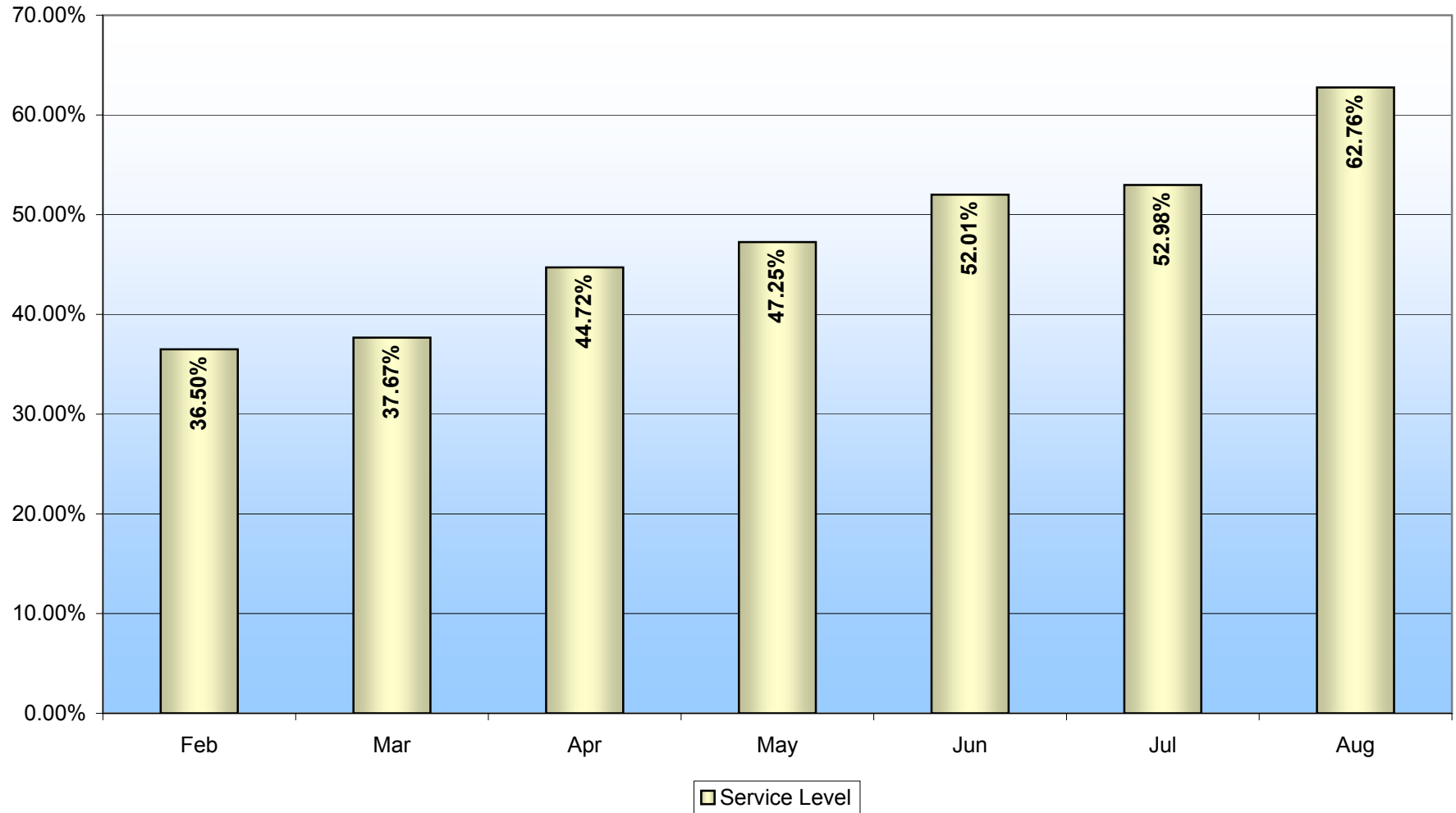
DIT CSC Average Speed to Answer
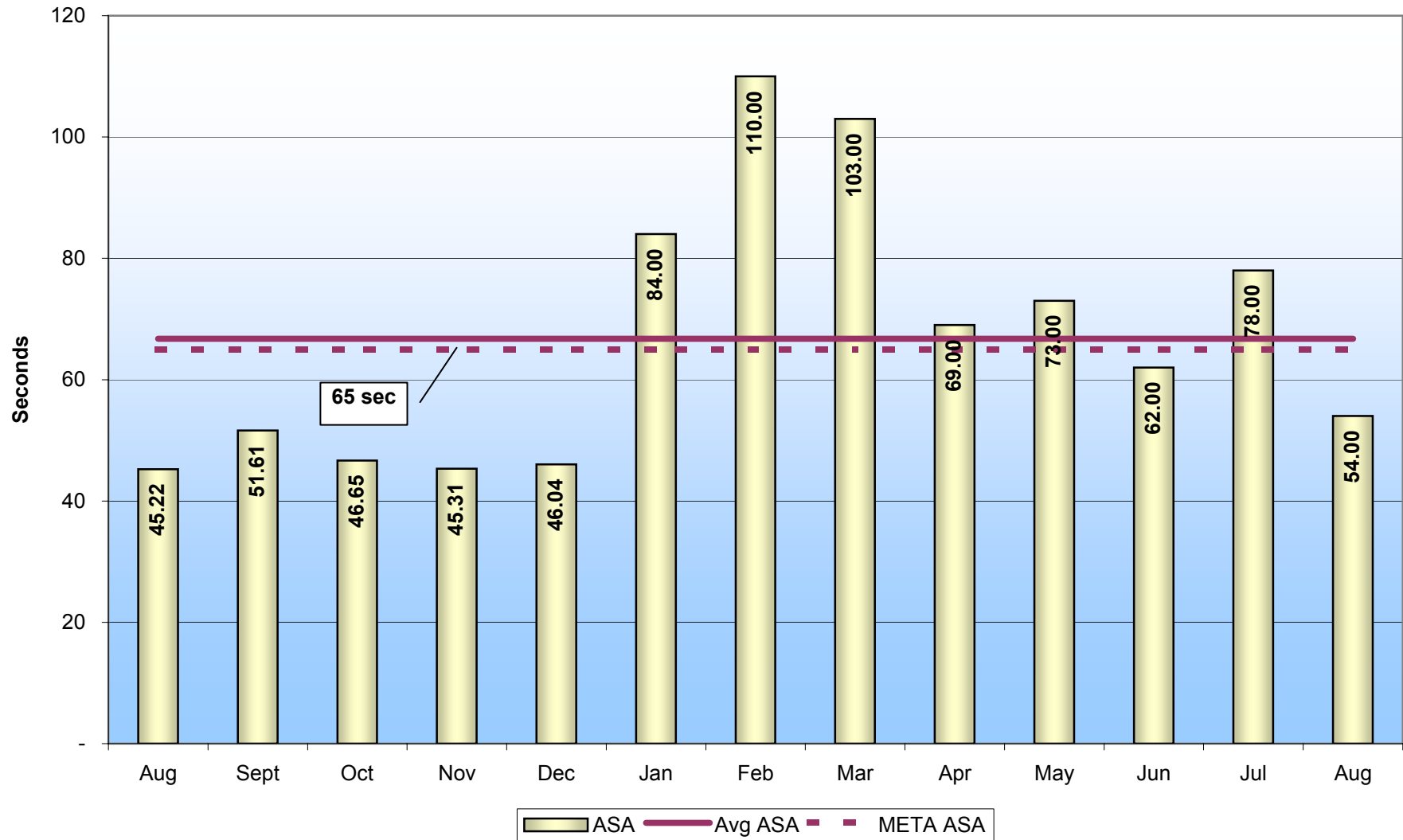
DIT CSC Abandoned Call Rate

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
ACR	9.80%	9.42%	8.28%	8.29%	8.66%	12.80%	14.62%	12.69%	9.42%	8.74%	8.42%	9.78%	6.87%

8%

Legend: ACR | META ACR | ACR Avg

DIT CSC Call Handle Time

Min:Sec (y-axis)

Y-axis values: 14:24, 12:58, 11:31, 10:05, 08:38, 07:12

14 min

Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
08:28	08:20	07:39	07:38	07:41	07:46	07:58	08:01	07:51	07:49	07:53	07:49	07:42

Legend: Call Handle Time — META
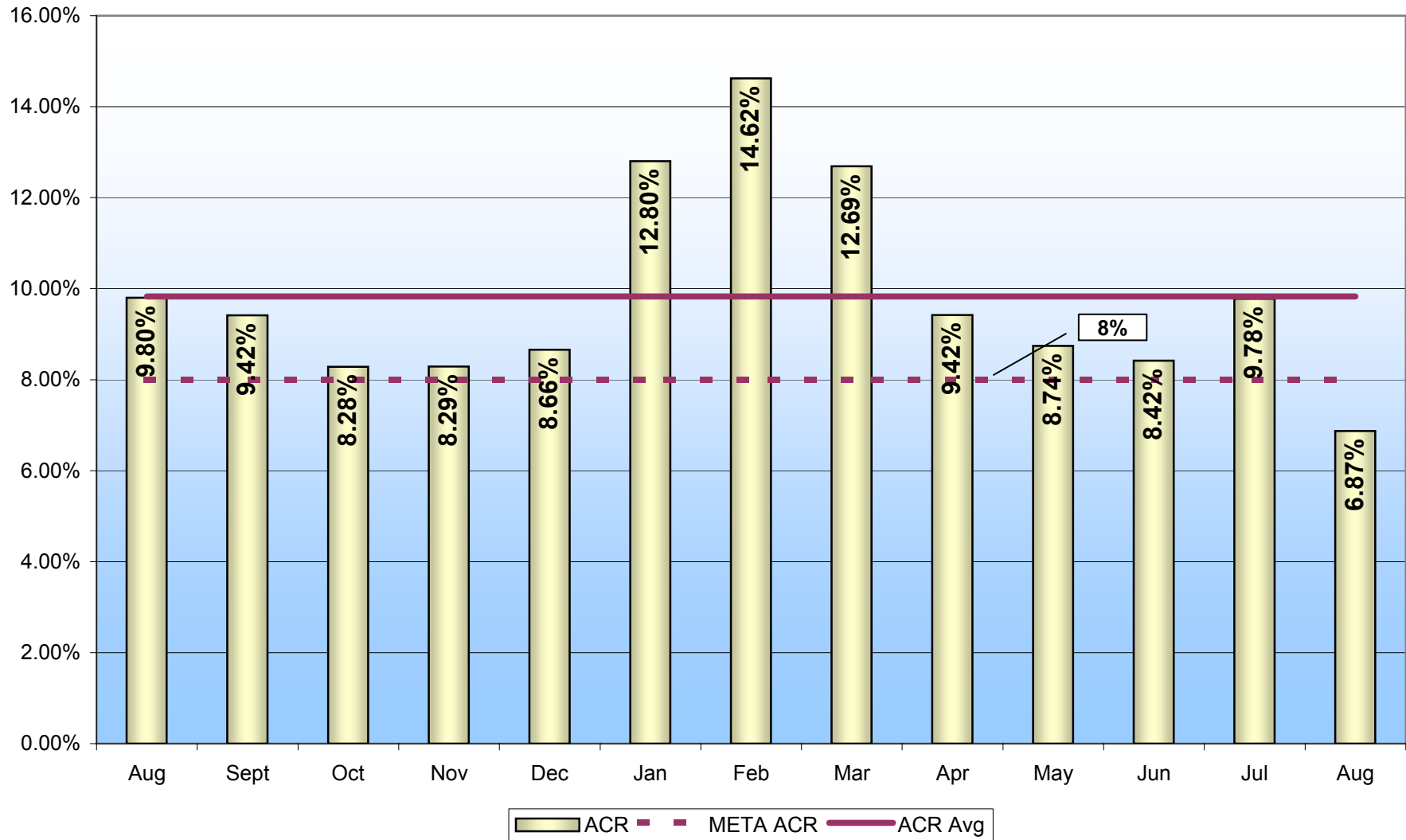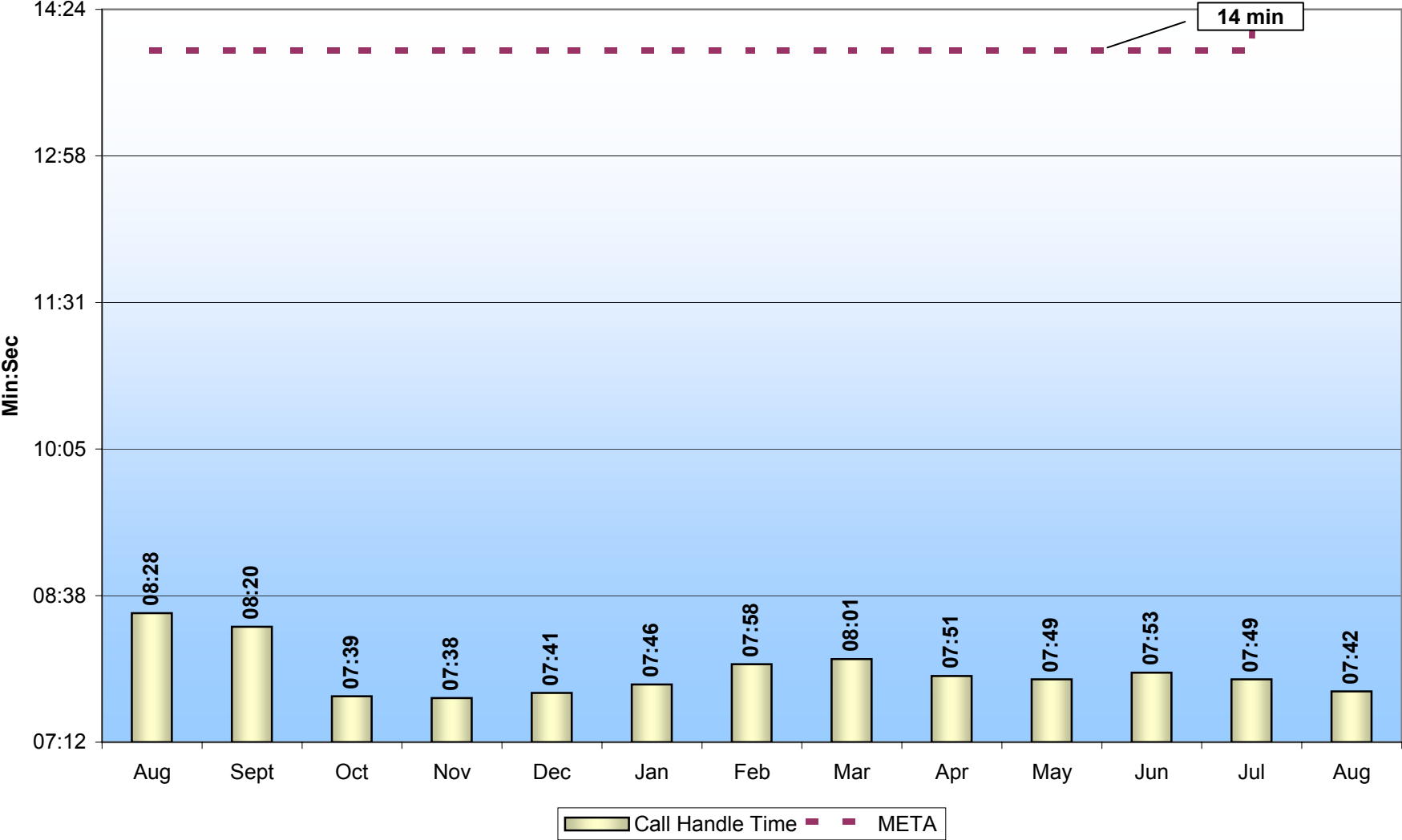
DIT CSC First Level Resolution Rate

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Resolution Rate	54.64%	48.93%	55.37%	46.74%	47.05%	46.60%	49.61%	43.58%	37.97%	40.13%	39.23%	38.43%	43.00%

META: 66%

Legend: Resolution Rate — META

Contacts/Desktop

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Contact/Desktop	0.59	0.61	0.68	0.52	0.50	0.64	0.75	0.79	0.70	0.56	0.60	0.56	0.57

Contact/Desktop —— Average